

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Executive Assistant	Department	Corporate Services
Location	North Melbourne	Direct/Indirect Reports	Nil
Reports to	Chief People & Culture Officer	Date Revised	Feb 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0033423

■ Position Summary

In a dynamic work environment, the Executive Assistant is responsible for providing high-level confidential administrative, secretarial and project management support to the Chief People & Culture Officer. As the primary contact point internally and externally for the People and Culture team, this position manages communications with a wide range of internal and external stakeholders, including senior management and governance. The Executive Assistant is required to manage competing priorities and work collaboratively with other executive offices and teams.

■ Position Responsibilities

Key Responsibilities

- Manage all requests to the Chief People & Culture Officer including management of appointments, travel arrangements, active management of the day to day running of the People & Culture office, deliverable tasks and administration, prioritisation of all internal and external communications and direct enquiries
- Actively support the Leadership Team to help create an environment in which the team is approachable, professional and highly effective
- Perform financial administration duties such as procurement, supplier creation, processing invoices, raising purchase orders and monthly credit card reconciliation
- Coordinate documents for the Nominations and Remuneration Committee.
- Act as a first point of contact on operational matters, for internal and external stakeholders directing all enquiries to the appropriate person within the team or across the organisation
- Build relationships and partners with other Executive Assistants and teams providing input and support to organisation wide initiatives
- Undertake ad hoc projects, administrative duties or research tasks as requested
- Onboard new staff members to the team, including procurement process.

■ Position Selection Criteria

Technical Competencies

- Demonstrated organisation, administrative and time management skills with the ability to effectively manage multiple tasks, deadlines and projects
- Highly developed verbal and written communication skills
- Demonstrated ability to communicate, influence and maintain productive relationships with all levels of the organisation and external stakeholders; and build rapport with remote teams

- Excellent customer service and interpersonal skills in managing sensitive information and maintaining discretion
- Advanced computer skills, using MS Office applications, specifically Word, Excel, PowerPoint and Outlook, as well as use of technology
- Ability to work independently and proactively and confident in offering feedback and solutions
- Ability to identify, propose and implement improvements to streamline administrative processes.

Qualifications/Licenses

- Previous office experience in a not-for-profit or human service sector is desirable
- Relevant qualifications / experience in Business or Personal Management or other related areas.

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.